

**RECEIVED**

**MAY 28 2014**

**PUBLIC SERVICE  
COMMISSION**

**COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION**

In the matter of:

**KURT AND LAYNE NETHERTON  
COMPLAINANTS**

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}

**CASE NO.  
2014-00141**

**VS**

**KENTUCKY-AMERICAN WATER COMPANY  
DEFENDANT**

**REQUEST FOR INFORMATION**

Pursuant to Administrative Regulation 807 KAR 5:001, Complainants, Kurt and Layne Netherton, request that Defendant, Kentucky-American Water Company, provide the following information:

1. A description of all work done on the water meter unit with serial # \_\_\_\_\_ from 11/5/13-3/7/14 and to provide the results of that work.
2. Provide all findings in the investigation by KAWC regarding the unit with serial # \_\_\_\_\_ for the time period 11/5/13-3/7/14.
3. Provide the current location of unit with serial # \_\_\_\_\_

## **REQUEST FOR INFORMATION**

**(continued)**

4. Provide explanation regarding why the unit was not returned to our property after it was deemed to be working properly.
5. Provide explanation of process for reading the meter to determine the usage. Was the same process and equipment used each time? Provide all relevant details regarding the specific equipment used to read the meter each time it was read during the time period between 11/5/13-3/7/14.
6. Provide non-identifying employee no. for all employees that read and reread the meter on our property between 11/5/13-1/7/14 and how long those employees have been employed by KAWC in that specific capacity.
7. Provide a list of all complaints or “rereads” related to the Neptune 5/8 x 3/4 cubic feet meters.
8. What is the malfunction history or malfunction percentage ratio of the Neptune 5/8 x 3/4 cubic feet meter?
9. Provide a list of all complaints or “rereads” related to the employees that read and/or reread our meter from 11/5/13-1/7/14.
10. Provide specific information regarding what type of meter is currently in place on our property located at 3649 Winding Wood Lane, Lexington, KY.

**REQUEST FOR INFORMATION**

**(continued)**

11. Provide information regarding the age of the meter with serial # \_\_\_\_\_ and the average "life span" for Neptune 5/8 x 3/4 meters.
12. Provide explanation of how and why a Neptune 5/8 x 3/4 typically malfunctions.
13. Provide an explanation of other instances where KAWC has seen usage of 250,000 gallons of water consumed in 63 days. Has this ever been recorded in a household containing 2 people?

Respectfully submitted,

Kurt and Layne Netherton  
3649 Winding Wood Lane  
Lexington, KY 40515

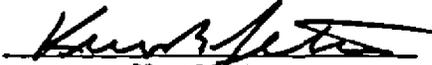
By   
Kurt Netherton

By   
Layne Netherton

**CERTIFICATE OF SERVICE**

This is to certify that a true and correct copy of the foregoing Request for Information has been served via US Mail this the 24<sup>th</sup> day of May, 2014 to Hon. Lindsey W. Ingram III, 300 West Vine Street, Suite 2100, Lexington, KY 40507 and that a true and accurate copy of the same has been served, via US Mail this 24<sup>th</sup> day of May, 2014 upon the following:

Public Service Commission  
211 Sower Blvd.  
Box 615  
Frankfort, Kentucky 40602-0615

  
Kurt Netherton

  
Layne Netherton